



General Services Administration

Federal Supply Service

Authorized Federal Supply Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is GSAAAdvantage.gov. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fsa.gsa.gov

Multiple Awards Schedule (MAS)

Imaging, Document, and Records Management Solutions

Special Item Numbers: 493110RM 518210DC, 518210ERM, 532420LT, 561990, OLM

Physical Records Management Services, Document Conversion Services, Electronic Records Management Solutions, LTOP & Operating Lease Plan for all Non-Copier Office Machinery, Document Destruction Services, Order-Level Materials (OLM).

Contract Number:

GS-03F-018GA

Contract Period:

12/08/2016 through 12/07/2021

Business Type:

Veteran Owned Small Business

Federal ID:

22-3101-239

DUNS:

802336867



Enterprise Content Management

23 Thornton Road, Oakland NJ 07436

Phone: 973-279-4411

Fax: 973-279-6235

Email: info@filebankinc.com

Website: www.filebankinc.com

Table of Contents

Section 1: Customer Information for Ordering Offices

Section 2: Listing of Products, Prices, and Services

SIN 493110RM: Physical Records Management Services

SIN 518210DC: Document Conversion Services

SIN 518210ERM: Electronic Records Management Solutions

SIN 561990: Destruction Services

SIN 532420LT: LTOP and Operating Lease Plan for all Non-Copier Office Machinery

SIN OLM: Order-Level Materials (OLM)

Section 3: Appendix

General Terms and Conditions

Section 1: Customer Information

1a: Awarded Special Item Numbers: 493110RM Physical Records Management Services — 518210DC Document Conversion Services — 518210ERM Electronic Records Management Solutions — 561990 Destruction Services — 532420LT LTOP and Operating Lease Plan for all Non-Copier Office Machinery — OLM Order Level Materials.

1b: Lowest Price Model: Section 2 (pages XX-XX).

1c: Labor Category Descriptions: Section 2 (pages XX-XX).

2: Maximum Order:

- SIN 493110RM, 518210DC, 518210ERM, 561990: \$1,000,000
- SIN 532420LT: \$350,000
- OLM: \$250,000

3: Minimum Order: See Services.

4: Geographic Coverage: All 50 states in the US.

5: Points of Production: Oakland, NJ and customer location if requested.

6: Net Price: The prices in the Price List (Section 2) are all the net prices and discounts have been deducted.

7: Quantity Discounts: None.

8: Prompt Payment Terms: Net-30 Days.

9: Government Purchase Cards: Accepted above and below the micro-purchase threshold.

10: Foreign Items: Not Applicable.

11a: Time of Delivery: TBD at Order Level

11b: Expedited Delivery: Contact the Contractor for Availability.

11c: Overnight and Two-Day Delivery: Contact the Contractor for Availability.

11d: Urgent Requirements: Rush delivery is available, contact contractor for availability.

12: FOB Point: Destination other than Alaska, Hawaii, Puerto Rico *All contractor travel required in the performance of this contract and orders placed hereunder must comply with the Federal Travel Regulations (FTR) or Joint Travel Regulations (JTR), as applicable, in effect on the date(s) the travel is performed for the labor types offered. *

13a: Ordering Address:

FileBank Inc
23 Thornton Road
Oakland, NJ 07436
Phone: 973-279-4411
Fax: 973-279-6235
Email: csa@filebankinc.com
www.filebankinc.com

13b: Ordering Procedures: For supplies and services, the ordering procedures, information on Blank Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules) and in the Federal Acquisition Regulation (FAR) 8.405.3.

14: Payment Address:

FileBank Inc
PO Box 715 Oakland, NJ 07436
Phone: 973-279-4411
Fax: 973-279-6235
Email: csa@filebankinc.com
www.filebankinc.com

15: Warranty Provisions: None

16: Export Packing Charges: Not Applicable

17: Terms and Conditions of Government Purchase Card Acceptance: Contractor will accept government purchase card for orders.

18: Terms and Conditions of rental, maintenance, and repair: Not Applicable.

19: Terms and Conditions of installations: Not Applicable.

20: Terms and Conditions of Repair Parts Indicating Date of Parts Price List and Any Discounts from List Prices: Not Applicable.

20a: Terms and Conditions for Any Other Services: Not Applicable.

21: List of Service and Distribution Points: The place of performance is FileBank Inc located in Oakland, NJ.

22: List of Participating Dealers: None.

23: Preventative Maintenance: Not Applicable.

24a: Environmental Attributes: Not Applicable.

24b: Section 508 Compliance: Not Applicable.

25: Data Universal Number System (DUNS): 802336867

26: Central Contractor Registration: FileBank is registered in the System for Awards Management (SAM) Database.

27: Cage Code: 6SKY2

Section 2: Listing of Products, Prices, and Services

This section of the Pricelist provides a listing of the services available from FileBank Inc. Under SIN's 493110RM, 518210DC, 518210ERM, 561990, 532420LT, and OLM FileBank provides (1) Physical records management services, (2) Document conversion services, (3) Electronic Records Management Solutions (4) Destruction services, (5) LTOP & Operating Lease Plan for all Non-Copier Office Machinery, and (6) Order Level Materials (OLM). Pricing for each of the respective service groupings are provided below. For all services, the net price to the Government for each service is reflected (i.e., the prices reflect all discounts and are inclusive to the IFF).

Any questions regarding the services and prices included in this Pricelist should be referred to the following:

Gregory Copeland
President, FileBank Inc.
23 Thornton Road
Oakland, NJ 07436
Phone: 973-279-4411
Fax: 973-279-6235
Email: gcopeland@filebankinc.com

Physical Records Management Services — Special Item Number 493110RM

Service Overview FileBank offers customers full services for all facets of records storage including but not limited to the organizing of physical records in any work area, electronically tracking records, indexing, scanning, labeling, barcoding, filing, transportation, retrieval and storage of records. FileBank also performs storage services which includes but is not limited to preparing records for transport from FileBank or client location, preparing them for storage, pick-up of boxes, delivery of boxes, and retrieval of records. FileBank guarantees the security of all documents stored off-site at our facility. With pre-cast concrete walls, climate controlled, two-hour fire rated archive vault, FileBank's vault provides protection from all-natural disasters. FileBank is compliant to NARA facility standards for Federal Records Storage Facilities in 36 CFR Part 1234.

Federal Records Storage			
<u>Item</u>	<u>Labor Description</u>	<u>GSA Price Including Discount</u>	<u>Unit</u>

0001	Minimum Monthly Storage	\$22.17	Per Month
0002	Storage	\$0.26	Per Cubic Foot (CF)
0003	File Storage Per Month	\$0.04	Per Month
0004	Tiered Storage Megabytes Per Month (0-5,000 megabytes)	\$0.040	Per Megabyte Per Month
0005	Tiered Storage Megabytes Per Month (5,001-10,000 megabytes)	\$0.027	Per Megabyte Per Month
0006	Tiered Storage Megabytes Per Month (10,001-30,000 megabytes)	\$0.018	Per Megabyte Per Month
0007	Tiered Storage Megabytes Per Month (30,001-60,000 megabytes)	\$0.015	Per Megabyte Per Month
0008	Tiered Storage Megabytes Per Month (60,001and beyond megabytes)	\$0.010	Per Megabyte Per Month
0009	Purge 1.2 Cubic Foot	\$10.00	Per Cubic Foot (CF)
0010	Purge Blueprint Only 1.75CF 8” Tube	\$15.00	Per Cubic Foot (CF)
0011	Palletize/Shrink-wrap	\$14.84	Per Pallet
0012	8” Drawing Tube	\$12.80	Per Cubic Foot (CF)
0013	Record Storage Carton	\$2.50	Each
0014	Box Barcode Label	\$0.07	Each
0015	Box New Add	\$5.45	Per Cubic Foot (CF)
0016	Add Index Item File	\$1.25	Each
0017	Standard Retrieval/Return Per Box	\$7.00	Per Cubic Foot (CF)
0018	Rush Retrieval/Return Per Box	\$10.50	Per Cubic Foot (CF)

0019	Emergency Retrieval/Return Per Box	\$14.00	Per Cubic Foot (CF)
0020	Standard Retrieval/Return Per File	\$7.00	Each
0021	Rush Retrieval/Return Per File	\$10.50	Each
0022	Emergency Retrieval/Return Per File	\$14.00	Each
0023	Standard Box Handling Fee	\$3.00	Per Cubic Foot (CF)
0024	Rush Box Handling Fee	\$4.50	Per Cubic Foot (CF)
0025	Emergency Box Handling Fee	\$5.90	Per Cubic Foot (CF)
0026	Standard Transport	\$2.00	Per Mile
0027	Rush Transport	\$2.50	Per Mile
0028	Emergency Transport	\$3.00	Per Mile
0029	Permanent Removal	\$8.38	Per Cubic Foot (CF)
0030	Perm out Index Item	\$2.00	Each
0031	Digital Removal	\$0.29	Each
0032	Copy/Fax/Email	\$0.56	Per Page
0033	V-Cabinet User	\$99.00	Per Month
0034	User License (One Required)	\$65.83	Per Month
0035	Analytics Per Custom Application	\$198.00	Per Month
0036	Analytics Subscription Fee	\$99.00	Per User Per Month

0037	Digital E-Form Per Form (Electronic Documents that are saved by the Vendor)	\$10.00	Each
0038	Service Minimum Per Work Order	\$15.00	Each
0039	Email Archiving Per Mailbox	\$10.00	Per Mailbox Per Month
0040	Digital Backer Set Up Online Backup	\$55.00	Each

Federal Records Storage Labor Categories			
<u>Item</u>	<u>Labor Description</u>	<u>GSA Price Including Discount</u>	<u>Unit</u>
0001	Information Technology (IT) Manager	\$174.99	Per Hour
0002	Account Executive	\$96.42	Per Hour
0003	Retention Analyst	\$55.00	Per Hour
0004	Purge Hourly Labor	\$48.00	Per Hour
0005	Miscellaneous Hourly Labor	\$48.00	Per Hour
0006	Customer Service Manager	\$100.00	Per Hour
0007	Customer Service Assistant	\$64.00	Per Hour

Federal Records Storage Product and Labor Category Descriptions		
<u>Item</u>	<u>Labor Description</u>	<u>Description</u>
0001	Minimum Monthly Storage	A minimum monthly storage charge that is applied to a customer's account when the storage charges do not meet the customers contractual minimum storage requirement. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0002	Storage	Storage of temporary records. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0003	File Storage Per Month	Storage of temporary files that have been indexed with client metadata. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0004	Tiered Storage Megabytes Per Month (0-5,000 megabytes)	Storage of temporary data records per megabyte per month. Tiered storage is applicable to customers who expect their monthly megabytes to consistently grow throughout the duration of their service contract. Each time the tiers max megabytes are reached, the customer moves up to

		the next tier. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0005	Tiered Storage Megabytes Per Month (5,001-10,000 megabytes)	Storage of temporary data records per megabyte per month. Tiered storage is applicable to customers who expect their monthly megabytes to consistently grow throughout the duration of their service contract. Each time the tiers max megabytes are reached, the customer moves up to the next tier. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0006	Tiered Storage Megabytes Per Month (10,001-30,000 megabytes)	Storage of temporary data records per megabyte per month. Tiered storage is applicable to customers who expect their monthly megabytes to consistently grow throughout the duration of their service contract. Each time the tiers max megabytes are reached, the customer moves up to the next tier. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0007	Tiered Storage Megabytes Per Month (30,001-60,000 megabytes)	Storage of temporary data records per megabyte per month. Tiered storage is applicable to customers who expect their monthly megabytes to consistently grow throughout the duration of their service contract. Each time the tiers max megabytes are reached, the customer moves up to the next tier. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0008	Tiered Storage Megabytes Per Month (60,001and beyond megabytes)	Storage of temporary data records per megabyte per month. Tiered storage is applicable to customers who expect their monthly megabytes to consistently grow throughout the duration of their service contract. Each time the tiers max megabytes are reached, the customer moves up to the next tier. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0009	Purge 1.2 Cubic Foot	A team is dispatched to client location to purge and repack client material for transport back to the FileBank Facility for processing.
0010	Purge Blueprint Only 1.75CF 8" Tube	Team is dispatched to client location to pick up tubes for transport back to FileBank for processing.
0011	Palletize/Shrink-wrap	FileBank team will palletize cartons and shrink wrap them prior to transport back to the FileBank Facility or for transfer from FileBank Facility to client.
0012	8" Drawing Tube	The tube used to store blueprint and large-scale drawings for safe and secure storage when the

		client's storage means are not sufficient. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0013	Record Storage Carton	Service that provides a standard 1.2 cubic foot (CF) banker box for storage purposes. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0014	Box Barcode Label	Box Barcode Labels are unique and individualized barcodes that identify each box. Every box and customer receive their own range of barcodes that never repeat. Each barcode is linked to the client as well as a specified department and then it is linked to the location it is stored in FileBank's secure archive center. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0015	Box New Add	The act of processing new boxes when they are first received in the loading dock at FileBank, resulting in increased storage volume. Boxes are scanned and processed for services. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0016	Add Index Item File	Adding an indexed file into the document management system with clients requested metadata and then linked to the corresponding box it is stored inside.
0017	Standard Retrieval/Return Per Box	Temporary removal of cartons from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0018	Rush Retrieval/Return Per Box	Temporary removal of cartons from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0019	Emergency Retrieval/Return Per Box	Temporary removal of cartons from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0020	Standard Retrieval/Return Per File	Temporary removal of files from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.

0021	Rush Retrieval/Return Per File	Temporary removal of files from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0022	Emergency Retrieval/Return Per File	Temporary removal of files from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0023	Standard Box Handling Fee	Fee applied for FileBank team members to handle client box for pick-up and deliveries. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0024	Rush Box Handling Fee	Fee applied for FileBank team members to handle client box for pick-up and deliveries. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0025	Emergency Box Handling Fee	Fee applied for FileBank team members to handle client box for pick-up and deliveries. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0026	Standard Transport	Use this service to schedule pick-up and delivery of material within 2 business days if order is placed before 2 P.M. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0027	Rush Transport	Use this service to schedule a pick-up or delivery before 3 P.M. of that business day. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0028	Emergency Transport	Use this service to schedule a pick-up or delivery of material same day it was placed. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0029	Permanent Removal	The act of processing a Permanent Removal order to prepare and confirm items retrieved at FileBank Facility for transportation or client pick-up and to update the status of the item in the inventory system as permanently removed. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0030	Perm out Index Item	The act of processing a Permanent Removal order of Files from a carton to prepare and confirm items retrieved at FileBank's Facility for

		transportation or client pick up and to update the status of them item in the inventory system as permanently removed. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0031	Digital Removal	The act of processing a Permanent Removal order of data from the online system to prepare and confirm items for removal and to update the status of the item in the inventory as permanently removed. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0032	Copy/Fax/Email	FileBank staff can copy, fax, or email a scanned document to the client for instant retrieval and viewing.
0033	V-Cabinet User	User license to access online portal to view, print, and share all scanned documents. Credentials are required for access to this portal and are always private and secure.
0034	User License (One Required)	P-Cabinet is the secure, private, online portal where clients view their documents and indexed items with a user license for credentials. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0035	Analytics Per Custom Application	Configuration of Microsoft Business Intelligence (BI) to the client. The Application will then give the client information. Used for intelligent search amongst client database. This service provides data intelligence for clients. It provides the ability for data mining, warehousing, and analysis of data (I.E. Student test demographics, budgeting, and any other customized analytics configuring a client might need to analyze) through the use of digital analytical tools and services. This can be accomplished through queries and prompts of data stored and analyzed for all data and data based within an organization. The entire analytical service application will be customized and designed based on the organizations data needs.
0036	Analytics Subscription Fee	This service provides clients user credentials to access the customized analytics dashboard. The Subscription is per user, per month and can be customized on departmental levels dependent on the users authorized access.
0037	Digital E-Form Per Form (Electronic Documents that are saved by the Vendor)	Electronic form designed by FileBank and is structured for client use. This form is saved into a database and a blank form populates for the next use.

0038	Service Minimum Per Work Order	Minimum charge for an order, excluding transportation related services. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0039	Email Archiving Per Mailbox	Archive e-mails as documents as e-discovery by mailbox, subject date. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0040	Digital Backer Set Up Online Backup	Set up connection between FileBank and Client Server. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0041	Information Technology (IT) Manager	IT Manager helps integrate systems, so processes run efficiently and effectively. The IT Manager helps manage the digital world. The IT Manager helps manage the digital world. Minimum education for this labor category is BA and minimum experience required is 15 years. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0042	Account Executive	The Account Executive manages the account and sets up the account. The Account Manager is the contact person for the duration of the contract. Minimum education required for this labor category is a High School Diploma and minimum experience required is 5 years. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0043	Retention Analyst	Retention Analyst reviews boxes and contents for information such as content description, date range, sequence range, and any other qualifying information. Information is run against NARA state guidelines to determine the lifespan of the box contents. Retention Code and expiration dates are applied to identify when a box is eligible for destruction. Minimum education level required for this labor category is High School Diploma and minimum years' experience required is 1 year. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0044	Purge Hourly Labor	Hourly labor rate for non-management personnel to perform purging responsibilities i.e. packing, labeling, and barcoding. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0045	Miscellaneous Hourly Labor	Hourly labor rate for personnel who perform records management services. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.

0046	Customer Service Manager	Hourly labor rate for a Customer Service Manager to provide support to clients, evaluate systems and associated documents, and supervise Customer Service Assistant. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0047	Customer Service Assistant	Reports to Customer Service Manager, maintains personnel and other contract files, supports the development of contract deliverables and support, coordinates meetings and presentations with clients, aides clients with support. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.

Document Conversion Services – Special Item Number 518210DC

Service Overview FileBank offers Document Conversion Services as a solution for paper-based documents. Converting hard copy records to digital reduces search time and becomes more cost effective. FileBank also offers Scan-on-Demand services as an alternative to the costly option of scanning all hard copy records. FileBank will archive physical records and only scan documents on an as needed basis per client request. Documents can be retrieved via a secure online portal or secure FTP portal for the client to retrieve, view, share, download, and print. FileBank uses state of the art scanning technology to convert classified records to digital data. Digital files can be stored via FileBank's secure web portal or transferred to a hard drive and returned to the customer. Documents are digitally indexed by identified metadata per client request for efficient document retrieval. Scanning includes wide format scanning such as blueprints and can be scanned at 200 DPI to 600 DPI based on client specifications.

Definition of Service FileBank's Document Conversion Services include document preparation, scanning, Quality Assurance (QA), indexing, and reassembly of documents. Documents are either scanned upon arrival at FileBank or on an as-needed basis with our Scan-on-Demand Service where documents will be retrieved and follow the scanning protocol.

Document Preparation Upon receipt of the document to the FileCapture department, it will be prepped for scanning services. Preparation includes removing staples, paper clips, fasteners, and bindings, repositioning smaller documents, flattening bent corners, ensuring the document is legible, and ensuring proper orientation.

Scanning The physical file will be scanned and converted into electronic format at 300 DPI in black and white, grey scale, or color as a multi-page PDF, TIFF, or PDF/A document. The scanning technician feeds the scanner and watches the scanned images appear on screen to immediately mitigate any deficiencies such as a paper jam and rescanning any unclear images.

Quality Control FileBank performs 100% quality assurance procedures. All documents are checked, oriented, deskewed, and rescanned if necessary. All blank pages will be deleted, and the technician will validate legibility of final scanned documents prior to exporting images for indexing services.

Indexing Technicians will digitally index each file per a specified naming convention identified by the client. The files index data will make the document scalable and searchable when needed.

Document Reassembly Technicians will reassemble the documents in the same manner they were received and place them back in the correct box.

Image Output Documents will be output and uploaded to the client's secure web portal, FTP portal, or hard drive for the client to retrieve. The web portal is only accessible by secure user credentials established by FileBank.

Document Conversion Services

<i><u>Item</u></i>	<i><u>Labor Description</u></i>	<i><u>GSA Price Including Discount</u></i>	<i><u>Unit</u></i>
0001	Blueprint Index and Scan	\$1.75	Per Image
0002	Damaged Blueprint Scan	\$3.50	Per Image
0003	Prep Blueprint Minutes (If Needed)	\$0.69	Per Minute
0004	Prep Minutes	\$0.69	Per Minute
0005	Page A Standard (8 ½ X 11)	\$0.07	Per Page
0006	Standard Retrieval/Return Per Box	\$7.00	Per Cubic Foot (CF)
0007	Rush Retrieval/Return Per Box	\$10.50	Per Cubic Foot (CF)
0008	Emergency Retrieval/Return Per Box	\$14.00	Per Cubic Foot (CF)
0009	Standard Retrieval/Return Per File	\$7.00	Each
0010	Rush Retrieval/Return Per File	\$10.50	Each
0011	Emergency Retrieval/Return Per File	\$14.00	Each
0012	Standard Box Handling Fee	\$3.00	Per Cubic Foot (CF)
0013	Rush Box Handling Fee	\$4.50	Per Cubic Foot (CF)
0014	Emergency Box Handling Fee	\$5.90	Per Cubic Foot (CF)
0015	Standard Transport	\$2.00	Per Mile
0016	Rush Transport	\$2.50	Per Mile
0017	Emergency Transport	\$3.00	Per Mile
0018	Email Archiving Per Mailbox	\$10.00	Per Mailbox Per Month
0019	Digital Backer Set Up Online Backup	\$55.00	Each

0020	Analytics Per Custom Application	\$198.00	Per Month
0021	Analytics Subscription Fee	\$99.00	Per User Per Month

Document Conversion Services Labor Categories			
<u>Item</u>	<u>Labor Description</u>	<u>GSA Price Including Discount</u>	<u>Unit</u>
0001	Information Technology (IT) Manager	\$174.99	Per Hour
0002	Account Executive	\$96.42	Per Hour
0003	FileCapture/FileOrganize Manager	\$66.50	Per Hour
0004	Retention Analyst	\$55.00	Per Hour
0005	Miscellaneous Hourly Labor	\$48.00	Per Hour
0006	Customer Service Manager	\$100.00	Per Hour
0007	Customer Service Assistant	\$64.00	Per Hour

Document Conversion Services Product and Labor Category Description		
<u>Item</u>	<u>Labor Description</u>	<u>Description</u>
0001	Blueprint Index and Scan	Team will prepare blueprint with a unique and individualized barcode for identification and indexing purposes. Team will scan blueprint that can be searched by unique barcode.
0002	Damaged Blueprint Scan	Document is prepared and put into carrier for secure scanning of damaged material.
0003	Prep Blueprint Minutes (If Needed)	If needed, the blueprint is unrolled, and verified for scanning and all writing and images are legible.
0004	Prep Minutes	This is the cost for the preparation of each document before scanning such as removing staples, paper clips, and verifying the document eligibility.
0005	Page A Standard (8 ½ X 11)	This is the price. For scanning a standard 8 ½ by 11 inch page.
0006	Standard Retrieval/Return Per Box	Temporary removal of cartons from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0007	Rush Retrieval/Return Per Box	Temporary removal of cartons from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0008	Emergency Retrieval/Return Per Box	Temporary removal of cartons from storage that are requested for delivery, client review, and/or

		scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0009	Standard Retrieval/Return Per File	Temporary removal of files from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0010	Rush Retrieval/Return Per File	Temporary removal of files from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0011	Emergency Retrieval/Return Per File	Temporary removal of files from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0012	Standard Box Handling Fee	Fee applied for FileBank team members to handle client box for pick-up and deliveries. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0013	Rush Box Handling Fee	Fee applied for FileBank team members to handle client box for pick-up and deliveries. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0014	Emergency Box Handling Fee	Fee applied for FileBank team members to handle client box for pick-up and deliveries. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0015	Standard Transport	Use this service to schedule pick-up and delivery of material within 2 business days if order is placed before 2 P.M. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0016	Rush Transport	Use this service to schedule a pick-up or delivery before 3 P.M. of that business day. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0017	Emergency Transport	Use this service to schedule a pick-up or delivery of material same day it was placed. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0018	Email Archiving Per Mailbox	Archive e-mails as documents as e-discovery by mailbox, subject date. Applies to Federal

		Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0019	Digital Backer Set Up Online Backup	Set up connection between FileBank and Client Server. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0020	Analytics Per Custom Application	Configuration of Microsoft Business Intelligence (BI) to the client. The Application will then give the client information. Used for intelligent search amongst client database. This service provides data intelligence for clients. It provides the ability for data mining, warehousing, and analysis of data (I.E. Student test demographics, budgeting, and any other customized analytics configuring a client might need to analyze) through the use of digital analytical tools and services. This can be accomplished through queries and prompts of data stored and analyzed for all data and data based within an organization. The entire analytical service application will be customized and designed based on the organizations data needs.
0021	Analytics Subscription Fee	This service provides clients user credentials to access the customized analytics dashboard. The Subscription is per user, per month and can be customized on departmental levels dependent on the users authorized access.
0022	Information Technology (IT) Manager	IT Manager helps integrate systems, so processes run efficiently and effectively. The IT Manager helps manage the digital world. Minimum education for this labor category is BA and minimum experience required is 15 years. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0023	Account Executive	The Account Executive manages the account and sets up the account. The Account Manager is the contact person for the duration of the contract. Minimum education required for this labor category is HS and minimum experience required is 5 years. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0024	FileCapture/FileOrganize Manager	The FilCapture/FileOrganize Manager performs indexing, prep, scanning, Quality Control, and purging responsibilities on incoming document requests. Minimum education required for this labor category is a High School Diploma and minimum experience required is 5 years. Applies to Federal Records as defined in 44.U.S.C. 3301;

		subject to NARA Facility Standards of 36 CFR Subpart B.
0025	Retention Analyst	Retention Analyst reviews boxes and contents for information such as content description, date range, sequence range, and any other qualifying information. Information is run against NARA state guidelines to determine the lifespan of the box contents. Retention Code and expiration dates are applied to identify when a box is eligible for destruction. Minimum education level required for this labor category is High School Diploma and minimum years' experience required is 1 year. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0026	Miscellaneous Hourly Labor	Hourly labor rate for personnel who perform records management services. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0027	Customer Service Manager	Hourly labor rate for a Customer Service Manager to provide support to clients, evaluate systems and associated documents, and supervise Customer Service Assistant. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0028	Customer Service Assistant	Reports to Customer Service Manager, maintains personnel and other contract files, supports the development of contract deliverables and support, coordinates meetings and presentations with clients, aides clients with support. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.

Electronics Records Management Solutions – Special Item Number 518210ERM

Services Overview FileBank offers Electronic Records Management Solutions to assist organizations with the management of electronic records. FileBank offers professional management and administrative support for personnel to provide the comprehensive capability to solve the complex challenges of archiving electronic records in a secure and compliant manner. FileBank additionally offers access to a secure online portal where authorized users can manage and maintain their electronic records by adding new documents and submitting disposition requests. FileBank understands how critical it is to manage both physical and electronic records and assists organizations in maintaining, organizing, archiving, storing, disposing, and managing both classified and unclassified records in compliance with all local, state, and federal rules and regulations.

Electronic Records Management Solutions

<u>Item</u>	<u>Labor Description</u>	<u>GSA Price Including Discount</u>	<u>Unit</u>
0001	Tiered Storage Megabytes Per Month (0-5,000 megabytes)	\$0.040	Per Megabyte Per Month
0002	Tiered Storage Megabytes Per Month (5,001-10,000 megabytes)	\$0.027	Per Megabyte Per Month
0003	Tiered Storage Megabytes Per Month (10,001-30,000 megabytes)	\$0.018	Per Megabyte Per Month
0004	Tiered Storage Megabytes Per Month (30,001-60,000 megabytes)	\$0.015	Per Megabyte Per Month
0005	Tiered Storage Megabytes Per Month (60,001 and beyond megabytes)	\$0.010	Per Megabyte Per Month
0006	Standard Retrieval/Return Per Box	\$7.00	Per Cubic Foot (CF)
0007	Rush Retrieval/Return Per Box	\$10.50	Per Cubic Foot (CF)
0008	Emergency Retrieval/Return Per Box	\$14.00	Per Cubic Foot (CF)
0009	Standard Retrieval/Return Per File	\$7.00	Each
0010	Rush Retrieval/Return Per File	\$10.50	Each
0011	Emergency Retrieval/Return Per File	\$14.00	Each
0012	Standard Box Handling Fee	\$3.00	Per Cubic Foot (CF)
0013	Rush Box Handling Fee	\$4.50	Per Cubic Foot (CF)
0014	Emergency Box Handling Fee	\$5.90	Per Cubic Foot (CF)
0015	Standard Transport	\$2.00	Per Mile
0016	Rush Transport	\$2.50	Per Mile
0017	Emergency Transport	\$3.00	Per Mile
0018	Email Archiving Per Mailbox	\$10.00	Per Mailbox Per Month
0019	Digital Backer Set Up Online Backup	\$55.00	Each
0020	Analytics Per Custom Application	\$198.00	Per Month
0021	Analytics Subscription Fee	\$99.00	Per User Per Month

**Electronic Records Management Solutions
Labor Categories**

<u>Item</u>	<u>Labor Description</u>	<u>GSA Price Including Discount</u>	<u>Unit</u>
0001	Miscellaneous Hourly Labor	\$48.00	Per Hour
0002	Customer Service Manager	\$100.00	Per Hour
0003	Customer Service Assistant	\$64.00	Per Hour

Electronic Records Management Solutions

<i>Item</i>	<i>Labor Description</i>	<i>Description</i>
0001	Tiered Storage Megabytes Per Month (0-5,000 megabytes)	Storage of temporary data records per megabyte per month. Tiered storage is applicable to customers who expect their monthly megabytes to consistently grow throughout the duration of their service contract. Each time the tiers max megabytes are reached, the customer moves up to the next tier. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0002	Tiered Storage Megabytes Per Month (5,001-10,000 megabytes)	Storage of temporary data records per megabyte per month. Tiered storage is applicable to customers who expect their monthly megabytes to consistently grow throughout the duration of their service contract. Each time the tiers max megabytes are reached, the customer moves up to the next tier. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0003	Tiered Storage Megabytes Per Month (10,001-30,000 megabytes)	Storage of temporary data records per megabyte per month. Tiered storage is applicable to customers who expect their monthly megabytes to consistently grow throughout the duration of their service contract. Each time the tiers max megabytes are reached, the customer moves up to the next tier. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0004	Tiered Storage Megabytes Per Month (30,001-60,000 megabytes)	Storage of temporary data records per megabyte per month. Tiered storage is applicable to customers who expect their monthly megabytes to consistently grow throughout the duration of their service contract. Each time the tiers max megabytes are reached, the customer moves up to the next tier. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0005	Tiered Storage Megabytes Per Month (60,001 and beyond megabytes)	Storage of temporary data records per megabyte per month. Tiered storage is applicable to customers who expect their monthly megabytes to consistently grow throughout the duration of their service contract. Each time the tiers max megabytes are reached, the customer moves up to the next tier. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0006	Standard Retrieval/Return Per Box	Temporary removal of cartons from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in

		44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0007	Rush Retrieval/Return Per Box	Temporary removal of cartons from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0008	Emergency Retrieval/Return Per Box	Temporary removal of cartons from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0009	Standard Retrieval/Return Per File	Temporary removal of files from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0010	Rush Retrieval/Return Per File	Temporary removal of files from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0011	Emergency Retrieval/Return Per File	Temporary removal of files from storage that are requested for delivery, client review, and/or scanning. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0012	Standard Box Handling Fee	Fee applied for FileBank team members to handle client box for pick-up and deliveries. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0013	Rush Box Handling Fee	Fee applied for FileBank team members to handle client box for pick-up and deliveries. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0014	Emergency Box Handling Fee	Fee applied for FileBank team members to handle client box for pick-up and deliveries. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0015	Standard Transport	Use this service to schedule pick-up and delivery of material within 2 business days if order is placed before 2 P.M. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0016	Rush Transport	Use this service to schedule a pick-up or delivery before 3 P.M. of that business day. Applies to Federal Records as defined in 44.U.S.C. 3301;

		subject to NARA Facility Standards of 36 CFR Subpart B.
0017	Emergency Transport	Use this service to schedule a pick-up or delivery of material same day it was placed. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0018	Email Archiving Per Mailbox	Archive e-mails as documents as e-discovery by mailbox, subject date. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0019	Digital Backer Set Up Online Backup	Set up connection between FileBank and Client Server. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0020	Analytics Per Custom Application	Configuration of Microsoft Business Intelligence (BI) to the client. The Application will then give the client information. Used for intelligent search amongst client database. This service provides data intelligence for clients. It provides the ability for data mining, warehousing, and analysis of data (I.E. Student test demographics, budgeting, and any other customized analytics configuring a client might need to analyze) through the use of digital analytical tools and services. This can be accomplished through queries and prompts of data stored and analyzed for all data and data based within an organization. The entire analytical service application will be customized and designed based on the organizations data needs.
0021	Analytics Subscription Fee	This service provides clients user credentials to access the customized analytics dashboard. The Subscription is per user, per month and can be customized on departmental levels dependent on the users authorized access.
0022	Miscellaneous Hourly Labor	Hourly labor rate for personnel who perform records management services. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0023	Customer Service Manager	Hourly labor rate for a Customer Service Manager to provide support to clients, evaluate systems and associated documents, and supervise Customer Service Assistant. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0024	Customer Service Assistant	Reports to Customer Service Manager, maintains personnel and other contract files, supports the development of contract deliverables and support, coordinates meetings and presentations with clients, aides clients with support. Applies to Federal Records as defined in 44.U.S.C. 3301;

		subject to NARA Facility Standards of 36 CFR Subpart B.
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Secure Document Destruction Services – Special Item Number 561990

Services Overview FileBank offers secure shredding services, with secure chain of custody and compliance to all local, state, and federal rules and regulations. FileBank offers on-site and off-site shredding services that are available annually, reoccurring, or one-time shredding for paper records. FileBank’s services include, but are not limited to scheduled offsite, schedule onsite, one time walk in, and town wide shred days available in various sizes that include box, mini console, 65-gallon, 95 gallons, and 96 gallon bins.

Secure Document Destruction Services			
<u>Item</u>	<u>Labor Description</u>	<u>GSA Price Including Discount</u>	<u>Unit</u>
0001	Shredding	\$5.84	Per Minute
0002	Document Shred Truck on Clients Site	\$8.90	Each
0003	Shredding Bin	\$48.00	Per Bin
0004	Shred Index Item	\$2.50	Each
0005	Standard Transport	\$2.00	Per Mile
0006	Rush Transport	\$2.50	Per Mile
0007	Emergency Transport	\$3.00	Per Mile
0008	Standard Box Handling Fee	\$3.00	Per Cubic Foot (CF)
0009	Rush Box Handling Fee	\$4.50	Per Cubic Foot (CF)
0010	Emergency Box Handling Fee	\$5.90	Per Cubic Foot (CF)

Secure Document Destruction Services Labor Categories			
<u>Item</u>	<u>Labor Description</u>	<u>GSA Price Including Discount</u>	<u>Unit</u>
0001	Account Executive	\$96.42	Per Hour
0002	Retention Analyst	\$55.00	Per Hour
0003	Purge Hourly Labor	\$48.00	Per Hour
0004	Miscellaneous Hourly Labor	\$48.00	Per Hour
0005	Customer Service Manager	\$100.00	Per Hour
0006	Customer Service Assistant	\$64.00	Per Hour

Secure Document Destruction Services Product and Labor Category Description		
<u>Item</u>	<u>Labor Description</u>	<u>Description</u>

0001	Shredding	The process of securely shredding cartons, and their paper-based contents, stored with FileBank upon authorization by the customer and compliance with all local, state, and federal rules and regulations. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0002	Document Shred Truck on Clients Site	The process of securely shredding cartons, and their paper-based contents, stored at the client's location upon authorization by the customer and compliance with all local, state, and federal rules and regulations. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0003	Shredding Bin	Secure and lockable shredding bins available in mini consoles, 65-gallon, 95 gallons, and 96-gallon bins. Located onsite at the customers location for on-site document destruction.
0004	Shred Index Item	The process of securely shredding Files from a carton stored with FileBank upon authorization by the customer and compliance with all local, state, and federal rules and regulations. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0005	Standard Transport	Use this service to schedule pick-up and delivery of material within 2 business days if order is placed before 2 P.M. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0006	Rush Transport	Use this service to schedule a pick-up or delivery before 3 P.M. of that business day. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0007	Emergency Transport	Use this service to schedule a pick-up or delivery of material same day it was placed. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0008	Standard Box Handling Fee	Fee applied for FileBank team members to handle client box for pick-up and deliveries. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0009	Rush Box Handling Fee	Fee applied for FileBank team members to handle client box for pick-up and deliveries. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.

0010	Emergency Box Handling Fee	Fee applied for FileBank team members to handle client box for pick-up and deliveries. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0011	Account Executive	The Account Executive manages the account and sets up the account. The Account Manager is the contact person for the duration of the contract. Minimum education required for this labor category is HS and minimum experience required is 5 years. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0012	Retention Analyst	Retention Analyst reviews boxes and contents for information such as content description, date range, sequence range, and any other qualifying information. Information is run against NARA state guidelines to determine the lifespan of the box contents. Retention Code and expiration dates are applied to identify when a box is eligible for destruction. Minimum education level required for this labor category is High School Diploma and minimum years' experience required is 1 year. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0013	Purge Hourly Labor	Hourly labor rate for non-management personnel to perform purging responsibilities i.e. packing, labeling, and barcoding. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0014	Miscellaneous Hourly Labor	Hourly labor rate for personnel who perform records management services. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0015	Customer Service Manager	Hourly labor rate for a Customer Service Manager to provide support to clients, evaluate systems and associated documents, and supervise Customer Service Assistant. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0016	Customer Service Assistant	Reports to Customer Service Manager, maintains personnel and other contract files, supports the development of contract deliverables and support, coordinates meetings and presentations with clients, aides clients with support. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.

LTOP & Operating Lease Plan for all Non-Copier Office Machinery – Special Item Number 532420LT

Services Overview FileBank has a Jump to Digital Program that allows a client to maintain a digital environment and instantly scan, capture, and index critical documents into a secure and private cloud instantly instead of allowing paper documents to take over the office. The desktop scanning is put on the client's site and configured to departments and documents types on its easy-to-use touch screen. The client just selects the department and document type and scans the document, it is instantly routed to the right department and digitally stored and easy to retrieve later. The desktop scanner is leased through the duration of the contract and comes with one user license. Once a document is scanned, it is put into a FileBank box and the client contacts FileBank when they are ready to move the box of physical documents off-site to FileBank's storage facility.

LTOP and Operating Lease Plan			
<u>Item</u>	<u>Labor Description</u>	<u>GSA Price Including Discount</u>	<u>Unit</u>
0001	Digital Site License (One Required)	\$296.01	Per Month
0002	Email Archiving Per Mailbox	\$10.00	Per Mailbox Per Month
0003	Digital Backer Set Up Online Backup	\$55.00	Each
0004	Analytics Per Custom Application	\$198.00	Per Month
0005	Analytics Subscription Fee	\$99.00	Per User Per Month

LTOP and Operating Lease Plan Labor Categories			
<u>Item</u>	<u>Labor Description</u>	<u>GSA Price Including Discount</u>	<u>Unit</u>
0001	Information Technology (IT) Manager	\$174.99	Per Hour
0002	Account Executive	\$96.42	Per Hour
0003	Miscellaneous Hourly Labor	\$48.00	Per Hour
0004	Customer Service Manager	\$100.00	Per Hour
0005	Customer Service Assistant	\$64.00	Per Hour

LTOP and Operating Lease Plan Product and Labor Category Description		
<u>Item</u>	<u>Labor Description</u>	<u>Description</u>
0001	Digital Site License (One Required)	A desktop scanner is placed at the client facility for onsite desktop scanning done by the customer and scanned into the private cloud.
0002	Email Archiving Per Mailbox	Archive e-mails as documents as e-discovery by mailbox, subject date. Applies to Federal Records as defined in 44.U.S.C. 3301; subject

		to NARA Facility Standards of 36 CFR Subpart B.
0003	Digital Backer Set Up Online Backup	Set up connection between FileBank and Client Server. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0004	Analytics Per Custom Application	Configuration of Microsoft Business Intelligence (BI) to the client. The Application will then give the client information. Used for intelligent search amongst client database. This service provides data intelligence for clients. It provides the ability for data mining, warehousing, and analysis of data (I.E. Student test demographics, budgeting, and any other customized analytics configuring a client might need to analyze) through the use of digital analytical tools and services. This can be accomplished through queries and prompts of data stored and analyzed for all data and data based within an organization. The entire analytical service application will be customized and designed based on the organizations data needs.
0005	Analytics Subscription Fee	This service provides clients user credentials to access the customized analytics dashboard. The Subscription is per user, per month and can be customized on departmental levels dependent on the users authorized access.
0006	Information Technology (IT) Manager	IT Manager helps integrate systems, so processes run efficiently and effectively. The IT Manager helps manage the digital world. Minimum education for this labor category is BA and minimum experience required is 15 years. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0007	Account Executive	The Account Executive manages the account and sets up the account. The Account Manager is the contact person for the duration of the contract. Minimum education required for this labor category is HS and minimum experience required is 5 years. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0008	Miscellaneous Hourly Labor	Hourly labor rate for personnel who perform records management services. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0009	Customer Service Manager	Hourly labor rate for a Customer Service Manager to provide support to clients, evaluate

		systems and associated documents, and supervise Customer Service Assistant. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.
0010	Customer Service Assistant	Reports to Customer Service Manager, maintains personnel and other contract files, supports the development of contract deliverables and support, coordinates meetings and presentations with clients, aides clients with support. Applies to Federal Records as defined in 44.U.S.C. 3301; subject to NARA Facility Standards of 36 CFR Subpart B.

Order-Level Materials (OLM) – Special Item Number OLM

Services Overview FileBank offers supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. This is established at the order level and the Ordering Contracting Officer (OCO) is responsible for making a fair and reasonable price determination for all OLM's.

Section 3: Appendix



This section are applicable Terms and Conditions for Records Management, Data Conversion, Document Shredding, and LTOP and Operating Lease Plan. All services by FileBank Inc. are subject to following General Terms and Conditions.

General Terms and Conditions

FileBank Inc (FileBank) will perform services described on schedules annexed to this Agreement, either physically or by reference, and customer will pay FileBank for such services according to the rates and provisions in the schedules. All services will be provided subject to this agreement, which consists of this page, the General Terms and Conditions.

1. **Value of Deposits:** Customer declares, for the purposes of this agreement, that (a) with respect to hard copy paper records stored pursuant to this agreement, the value of each stored items is \$1.50 per carton, linear foot of open-shelf files, container, or other storage unit, and (b) with respect to non-paper media stored in pursuant to this agreement, the value of each stored items is equal to the cost of replacing the physical media. Customer acknowledges that is has declined to declare and excess valuation, for which an excess valuation fee would have been charged.
2. **Limitation of Liability:** FileBank's liability, if any, for loss or destruction of, or damage to, materials stored with FileBank ("Items") is limited to the value of each item's as directed about, or as otherwise set forth herein. FileBank's maximum liability with respect to services not related to storage is the amount paid by customer for a discrete project, or if the loss is related to service of an ongoing and continuing nature, six months of fees paid by customer for such service. Other limitations on FileBank's and/or customer's liability are set forth in these General Terms and Conditions.
3. **Customer Instructions:** Customer warrants that it is the owner or legal custodian of the items and has full authority to store the items and direct their disposition in accordance with this agreement. FileBank will perform services pursuant to the direction of the customer's agent(s) identified pursuant to FileBank's standards. Authority granted to any persons on standard authorization forms shall constitute customers representation that the identified persons have full authority to order any service, including disposal or removal or items. Such orders may be given in person, by telephone, or in writing (fax, email, or

hardcopy). Customer releases FileBank from all liability by reason of the destruction of materials pursuant to the customers authorization.

4. **Operational Procedures:** Customers shall comply with FileBank's reasonable operational requirements, as modified from time to time, regarding cartons, carton integrity, delivery, pick-up's, permanent removals, preparation for pick-up, security, secure destruction protocols, access and similar matters. Extraordinary volume requests (defined as 125% of the average volume over the immediately preceding three-month period) may involve additional charges, such as overtime, which customer will pay at FileBank's overtime rates, provided customer consents to such charges in advance.
5. **Force Majeure:** Neither party shall be liable for delay or inability for delay or inability to perform caused by acts of God, governmental actions, labor unrest, acts of terrorism, riots, unusual traffic delays, or other causes beyond its reasonable control.
6. **Governmental Orders:** FileBank is authorized to comply with any subpoena or similar order related to the items, provided FileBank notifies customer properly upon receipt thereof, unless such notice is prohibited by law. FileBank will cooperate with customers efforts to quash or limit any subpoena, at customers expense.
7. **Confidentiality:** "Confidential Information: means any information (i) contained in the items, (ii) concerning or relating to the property, business, and affairs of the party disclosing such information that is furnished to the receiving party, and (iii) regarding this agreement, its schedules and FileBank's processes and procedures; except for information that was previously known to the receiving party free of any obligation to keep it confidential, is subsequently made public by the disclosing party or is disclosed by a third party having a legal right to make such disclosure. Confidential Information shall be used only in the manner contemplated by this agreement and shall not be intentionally disclosed to third parties without the disclosing party's written consent. FileBank shall not obtain any rights of any sort in or to the Confidential Information of Customer contained in items. FileBank shall implement and maintain reasonable safeguards designed to protect customers Confidential Information.
8. **Additional Limitation of Liability:**
 - a. *Liability for Loss or Damage to Items:* FileBank shall not be liable for any loss or destruction on, or damage to, Items, including costs resulting from a loss of an Item constituting a breach of data security or confidentiality, unless such loss or damage resulted from FileBank's negligence. Items are not insured by FileBank against loss or damage, however caused. Customer may insure items through third-party insurers for any account. Customer shall cause its insurers of items to waive any right of subrogation against FileBank. If Items are placed in the custody of third-party carrier for transportation, the carrier shall be solely responsible for any loss or destruction of, or damage to, such items while in the custody of the carrier.
 - b. *Liability for Non-Storage Services:* With respect to services not related to the storage of items, FileBank shall not be liable for any loss or default unless such loss or default is due to the negligence of FileBank.
 - c. *No Consequential Damages:* In no event shall either party be liable for any consequential, incidental, special or punitive damages, or for loss of profits or loss of data, or the cost of recreating any data or information, regardless of whether an action is brought in tort, contract or under any other theory of liability.
9. **ITAR/EAR Compliance:** Customer represents that none of the Items stored by FileBank Inc. pursuant to this agreement require protection from access by foreign persons because they contain technical information regarding defense articles or defense services within the meaning of the International Traffic in Arms Regulations (22 CFR 120) or technical data within the meaning of the Export Administration Regulations (15 CFR 730-774). If any of the Customer's items do contain such information, Customer shall notify FileBank Inc. of the specific items that contain such information and acknowledges that special storage and service rates apply thereto.
10. **Non-Custodial Status:** Unless FileBank Inc. shall have explicitly agreed in writing, FileBank's performance of services shall not cause FileBank to be deemed a "custodian" of the records or "designee" of customer under state or federal law with respect to such records.

11. **Notice of Loss:** When items have been lost, damaged, or destroyed, FileBank shall, upon confirmation of the event, report the matter in writing to the customer.
12. **Safe Materials and Premises:** Customer shall not store with FileBank any material that is highly flammable, may attract vermin or insects, or is otherwise dangerous or unsafe to store or handle, or if any material that is regulated by federal or state law or regulation relating to the environment or hazardous materials. Customer shall not store negotiable instruments, jewelry, check stock or other items that have intrinsic value.